



KHALEEMAH WHYTE

Computing Undergraduate

Contact

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Kingston, Jamaica

OVERVIEW

A flexible and fast-learning professional with several years of experience across client relations, tech support, marketing, and sales. Known for adapting quickly, communicating effectively, and delivering quality results in dynamic environments. Currently pursuing a BSc in Computing (Major: Information Technology), further strengthening my technical knowledge and expanding my skill set. I bring a strong balance of people skills and technical ability, with a proven track record of supporting customers, troubleshooting issues, and contributing to business growth.

EXPERIENCE

Balloons 4You Jamaica: Social Media Marketer and Sales Associate (February 2025–Current)

- ❖ Manage the company's social media page, daily story posts, and weekly page posts
- ❖ Communicate effectively with customers both in person and online
- ❖ Create flyers, posters, and other creative pieces
- ❖ Maintain an updated spreadsheet log of clients and potential clients
- ❖ Upsell products and services where possible

Rampart Marketing: Telemarketing Sales Agent (June 2023–August 2024)

- ❖ Make outbound calls to individuals and companies
- ❖ Offer services to suit personal/company interests
- ❖ Rebut where necessary to secure a sale
- ❖ Function effectively in a fast-paced environment

Sutherland Global: Tech Support, Sales, and Customer Service(December 2021–July 2022)

- ❖ Handle large number of incoming and outbound calls
- ❖ Resolve technical problems remotely(troubleshooting, hardware malfunction,etc)
- ❖ Move smoothly and swiftly between multiple databases and multiple monitors
- ❖ Educate customers on different offers and promotions available, leading them to make a service upgrade

Repair Universe/Fixez: Customer Service/Tech Support (January 2020 – October 2021)

- ❖ Provide long hours of customer service/tech support
- ❖ Provide efficient technical support remotely(hardware malfunction and troubleshooting)

EDUCATION

University of Technology, Jamaica (2024–2028)

Bachelor of Science in Computing

Wolmer's Trust High School For Girls(2015–2020)

Nine CSEC level subjects including English A and Mathematics.

SKILLS

- ❖ Highly computer-literate
- ❖ Social media savvy
- ❖ Strong customer service skills
- ❖ Creative and visually thoughtful
- ❖ Eloquent communicator (verbal & written)
- ❖ Excellent time management
- ❖ Fast learner with the ability to adapt quickly
- ❖ Flexible and reliable
- ❖ Works well with teams and children

CERTIFICATE

CSEC Certification in Business Studies (Grade 1 in Principles of Accounting, Principles of Business, Information Technology, Electronic Document Preparation, English A)

